To: GED Credentialing Customers

Subject: GED Credentialing program update for Third Parties

Third parties will now be billed by the request not the document delivered.

After 15 months with GED Credentialing we are evaluating all aspects of the program. As a result of what we have experienced in the past year, we need to make an adjustment to our program for third parties only. We are now charging third parties the $15 fee upon request for verification. If the request is found the document will be delivered with no additional fee. If the document is not found we will fulfill an email explaining our process and confirming that the record does not exist, and the fee will still be charged. This change will help offset the large cost of searching manual databases and the number of resources involved in investigating these situations. The email communication will also serve as a validation to third parties that the student passing record does not exist in our archives. We remain committed to doing everything we can to deliver every document possible. GED Credentialing will handle all communication with the third parties so you should not have to do anything on your end.

A specific concern for all of us is the amount of time and energy being spent looking for historical documents that are often difficult and labor intensive to find. We believe it is imperative that we prove the most rigorous process to ensure we have done everything possible to find the record. As you know, GED data exists for students in all forms and older data especially is stored in many places. GED Credentialing deploys a rigorous process to find data stored in microfiche and paper form, however sometimes the record cannot be found, in which case we must cancel the request. There are several reasons a record may not be found:

- The test taker may not have passed the test. Oftentimes people believe they passed the test when in reality they did not. Many of our archives only include passers. If our archive does have a failed record we notify the requestor of the failing status.
- The test taker may be trying to misrepresent the fact that they took the test. We see many cases of fraud every month - in fact stopping this misrepresentation is a main reason our service exists.
- The user may have provided information that does not match the data we have in the database. It is critical we get an accurate First Name, Last Name, Date of Birth, and Last four digits of Social Security Number when looking for a record. This information must match what was presented on the test day. When looking for older records it is also very helpful if we know what city the test taker tested in.
- The data may still be stored at the original test center. In this case the test taker will have to directly reach out to location where they tested.

Again this policy does not apply to test takers. Test takers are only charged if we find the document. We believe this is important for a few reasons:

- Test takers do not have the same ability to pay as third parties
- Third parties generate 75% of the requests that require manual review
- A not found verification is still a verification for the third party. They still have received the benefit of the service.

Additionally, through an analysis of this project we have found that third parties may have been charged under this program prior to us announcing the change. We will be communicating the new policy along with a refund request process for anybody who was charged prior to the announcement going out.

I realize this is a difficult change. Please reach out to me directly if you have questions or concerns.

Russ Belland

Director of Product
GED Credentialing